



# PROVIDER MANUAL UPDATES

November 15, 2010

Dear Care1st Practitioners and Staff:

The Care1st Provider Manual has recently been updated (October 2010 revision date) and is available on our website. In addition to a link to the complete manual, each section of the manual is set up with its own link. You may view, search and print as needed.

The following table outlines the changes made by section:

| Section | Title                               | Updates  |
|---------|-------------------------------------|--|
| II      | Quick Reference Contact List        | <ul style="list-style-type: none"> <li>Case and Disease Management contact numbers</li> </ul>  |
| III     | Provider Roles and Responsibilities | <ul style="list-style-type: none"> <li>Excluded Participation in Federal Health Care Programs</li> <li>AHCCCS Cost Sharing &amp; Copayments</li> <li>Provider Inquiries, Complaints, Requests for Information and General Grievance/Disputes</li> <li>Data Validation</li> </ul>   |
| V       | Eligibility and Enrollment          | AHCCCS Cost Sharing & Copayments   |
| VI      | Covered Services                    | Dental & Dental Guidelines<br>Well Women Care<br><ul style="list-style-type: none"> <li>Orthotics &amp; Prosthetics</li> <li>Podiatry</li> <li>Physical Therapy</li> <li>Non-Covered Services</li> </ul>   |
| VII     | Behavioral Health Services          | <ul style="list-style-type: none"> <li>Provider Support</li> </ul>   |
| IX      | Medical Operations                  | <ul style="list-style-type: none"> <li>Authorization Forms</li> <li>Referrals to Dental Providers               <ul style="list-style-type: none"> <li>Members 0-20 years of age</li> <li>Members 21 years of age and older</li> <li>Specialty Care Dental Referrals</li> </ul> </li> <li>Medically Necessary Dentures</li> <li>Rehabilitation Services (OT/PT/ST)</li> <li>Case Management Contact Information</li> <li>Disease Management Contact Information</li> </ul> |
| XI      | Billing, Claims and Encounters      | <ul style="list-style-type: none"> <li>Added Dental Claims Information</li> <li>Dental Claims Address (11/1/10 DOS and after)</li> <li>Modifiers (77 &amp; SG)</li> <li>Dental Providers</li> <li>Hospice/End of Life Services</li> </ul>  |

To access the manual:

- Go to [www.care1st.com/az/](http://www.care1st.com/az/)
- Click on Care1st
- Click on the "Providers" link
- Click on the "Manual" link

If you do not have access to the internet and need a hard copy of the manual, please contact Provider Network Operations at the number below.

*Thank you!*

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**Provider Network Operations**  
**Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7)**  
**Fax 602.778.1875**

Visit our website at [www.care1st.com/az](http://www.care1st.com/az)